

<b>Title:</b>	<b>Document Number:</b> <b>MOPR 8-3-1/02-06</b>
<b>Student Assessment Appeals Procedure</b>	<b>Custodian:</b> <b>Community College Manager</b>

## Purpose

- To provide an effective and acceptable means for students to bring problems and complaints relating to student assessments to the attention of management.
- To ensure MADEC's students are provided with a means to raise issues regarding assessments that affect them. These include issues which they perceive as being unjust, irrational or discriminatory.
- To ensure that MADEC students have the right to appeal against decisions concerning academic or administrative matters in a fair and equitable manner and that clear appeal mechanisms exist.

## Scope

- MADEC Community College staff members.
- MADEC students.
- This procedure applies to all MADEC sites, offices and branches where training and assessments are conducted.

## References

- Australian Quality Training Framework 2010 - Essential Standards for Continuing Registration

## Definitions

Assessment – is the measure of learning outcomes achieved. Assessment techniques are used in accordance with accredited courses guidelines.

Assessment Strategy – is the approach to assessment and evidence gathering used by assessors. This includes the assessment process, methods and tools.

Assessment Tool – contains the instrument, instructions and procedures for gathering and interpreting evidence.

Learning Outcomes – are statements which specify precisely the performance, conditions and standards that learners must achieve to be deemed competent.

## Acronyms

- AQTF - Australian Quality Training Framework  
CEO - Chief Executive Officer  
RTO - Registered Training Organisation

## Procedure

1. All parties to an assessment appeal should have the opportunity to present their case formally and have it considered.
2. Any appeal made against a member of the Community College should be made known to the individual concerned.
3. A member of the Community College who initiates or is involved in an assessment appeals process is not to be discriminated against because of their involvement.
4. Students shall be provided with the opportunity to review and to question their
  - 4.1 Assessment methods and procedures by which a student's progress and performance is measured
  - 4.2 Denied or incorrect enrolment
  - 4.3 Denied or incorrect placement
  - 4.4 Denied recognition of prior learning application
  - 4.5 Fees, charges, levies, fines or refund
  - 4.6 Training and academic status
  - 4.7 Unsuccessful admission or selection to a new course.
5. A student has the right of appeal against any disciplinary action.
6. This procedure must be made accessible to all students.
7. Any written appeal, complaint or grievance raised against assessments shall be directed to the Community College Manager.
8. The Community College Manager is responsible for examining the merits of the appeal, setting out a corrective and preventive strategy, ensuring both the student and the assessor are able to have a fair hearing.
9. The Community College Manager records the appeal and ensures that relevant MADEC procedures have been followed and complaints and grievances have been dealt with within appropriate timeframes.
10. The student and the Community College Manager must both sign and date the recorded appeal.
11. Documentation gathered during the assessment appeal process must be filed securely and maintained on a confidential file.
12. The Community College Manager will attempt to resolve the assessment appeal and respond to the student concerned within two working days in writing describing the steps taken to correct the problem.
13. If the Community College Manager is not able to settle the appeal they will submit the appeal and their written response to the General Manager Business Development for review.
14. The General Manager Business Development will follow the appeal through with a final solution taking it to the Chief Executive Officer for final arbitration if applicable.

15. If the appeal is not resolved participants may request the assistance of an independent person or panel to discuss the disputed issues, consider possible alternatives and reach a consensual settlement that will accommodate their needs.
16. The General Manager Business Development will arrange mediation or intervention sessions with the participants and the independent person or panel.
17. Once a satisfactory solution is reached a copy of a written agreement of the appeal outcomes, explaining the reasons for their decision, will be provided to each party as confirmation. This agreement must be kept confidential.
18. If the solution recommends that a MADEC policy or procedure be changed the General Manager Business Development will forward this recommendation to the Chief Executive Officer.
19. Following the resolution of an appeal any documentation gathered is to be kept by the Community College Manager.
20. The assessment appeal process should be completed as soon as possible; not longer than ten working days.
21. If the appeal is not resolved the Community College Manager will consult with the Chief Executive Officer regarding the establishment of an Assessment Appeals Committee.
22. The Assessment Appeals Committee should be members of the MADEC community not legal counsel or family members.
23. The Assessment Appeals Committee will establish procedures and has the right to call any member of the MADEC community to appear before the appeal.
24. The student who lodged the appeal may obtain assistance from any member of the MADEC community but cannot be represented by a legal counsel.
25. Once settlement is reached at any stage of the process signed statements of agreement regarding the appeal outcomes, explaining the reasons for their decision, shall be exchanged by the parties to the appeal. This agreement must be kept confidential.
26. The Assessment Appeals Committee is required to complete a report outlining their recommendations and submit the report to the Chief Executive Officer.
27. The Chief Executive Officer's decision will be relayed in writing to all parties involved in the appeals process explaining the reasons for their decision.
28. Relevant documentation will be secured on the student's file in the event that disciplinary action is an outcome of the appeals process.
29. All documentation gathered during the process is to be kept in a confidential secured file.
30. If the student is still not satisfied they can apply for further appeals processes with other avenues. MADEC will provide information regarding other avenues to the student when requested.

## External Agencies

If the student is dissatisfied with the outcome of this process, or if for some reason the student believes they cannot raise the issue with MADEC, they can:

1. Request for external assistance from mediation services or other agencies. Sunraysia Skills Centre is MADEC's primary agency for mediation services
2. Contact the National Training Complaints Hotline Phone: 1800 000 674
3. Complaints about MADEC actions and decisions can be made to the Victorian Ombudsman [<http://www.ombudsman.vic.gov.au>]. The Ombudsman is, generally, the office of last resort. If steps laid down in this procedure have not been followed, the Ombudsman may ask to do so before accepting complaints.

## Records

Recommendation reports  
Recorded verbal appeals  
Signed statements of agreements  
Submitted written appeals  
Written agreements  
Written responses

## Associated Documents

Student Assessment Appeals Policy  
Appeals Results and Outcomes Register

## Review

This procedure will be reviewed on a periodic annual basis (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed 21.01.09 Authorised by Community College Manager  
Reviewed 18.01.10 Authorised by Community College Manager  
Reviewed 24.12.19 Authorised by Community College Manager

## Custodian

David Zacher  
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